

REPLACEMENT AGENDA

REGENERATION AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE



Friday 29 June 2012

at 10.00 a.m.

in Committee Room A, Civic Centre, Hartlepool

The Mayor, Stuart Drummond, Cabinet Member responsible for Regeneration and Neighbourhoods will consider the following items.

1. KEY DECISIONS

- 1.1 Review of Public Open Space CCTV – *Assistant Director, Neighbourhood Services*
- 1.2 Local Transport Plan 2011-12 Out-turn and 2012-13 Programme – *Assistant Director, Transport and Engineering*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Nordic Pioneer – *Assistant Director, Neighbourhood Services and Assistant Director, Regeneration and Planning*
- 2.2 High Street Innovation Fund – Initial Proposals – *Assistant Director (Regeneration and Planning)*
- 2.3 Reinvigorating Right to Buy a Report Highlighting the RTB Extension – *Assistant Director (Regeneration and Planning)*
- 2.4 Ward Profiles (Draft for Consultation) – *Assistant Director (Neighbourhood Services)*
- 2.5 Quarterly Housing Report – *Assistant Director (Regeneration and Planning)*

3. ITEMS FOR INFORMATION

No items.

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items.

REPLACEMENT AGENDA

5. LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006

EXEMPT ITEMS

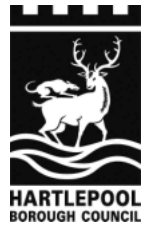
Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006

6. EXEMPT KEY DECISIONS

- 6.1 Community Pool – Appeals – *Assistant Director, Neighbourhood Services (para 3) – additional item.*

REGENERATION AND NEIGHBOURHOODS PORTFOLIO REPORT

29 June 2012



Report of: Assistant Director, Neighbourhood Services

Subject: REVIEW OF PUBLIC OPEN SPACE CCTV

1. TYPE OF DECISION/ APPLICABLE CATEGORY

- 1.1 Key decision (test ii applies)
Forward Plan Reference Number – RN3/12

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to inform the Portfolio Holder of the current position with respect to the provision of open space Closed Circuit Television (CCTV) cameras in Hartlepool. This includes all cameras that are monitored by Housing Hartlepool at the Community Monitoring Centre, and a small number of remotely accessed cameras commissioned through the Safer Hartlepool Partnership.
- 2.2 The report has been prepared following an internal review of CCTV provision which was undertaken as a result of staff changes within the Community Safety Service area.

3. BACKGROUND

- 3.1 The Council began introducing Council-owned and monitored CCTV cameras in the late 1990s. Initially in the town centre, and monitored from a local control facility, there are now 117 public space Council-owned cameras across the Borough. CCTV cameras are one of a number of tools available in crime prevention and community safety. CCTV enables remote surveillance of areas where it is installed, whether as general monitoring or as part of a wider operation by the Council, Police or other organisations like Customs and Excise. Storage and retrieval of CCTV images also allows analysis of evidence after an event has occurred.
- 3.2 The Council currently has a fixed location, non-covert, public space CCTV camera system distributed around the town at various locations, the majority of which are monitored by Housing Hartlepool at the Community Monitoring centre which is located within their

Stranton offices. From here, CCTV operators carry out general surveillance and operations, which sometimes take place in conjunction with officers on the ground.

- 3.3 The location of these cameras is split into five main area types:
 - Town Centre
 - Shopping Parades
 - Residential
 - Industrial
 - Other
- 3.4 There are 143 CCTV cameras connected to the Community Monitoring Centre, of which there are 77 public space Community Safety CCTV cameras located at 66 sites. The other cameras include 20 at the Council's Depot in Lynn Street, 7 at Jesmond Gardens Primary School and 15 at Grayfields Sports Centre. In addition there are 17 CCTV cameras owned by the Longhill and Sandgate Business Association. It should also be noted that a further 7 security cameras located at Rossmere Youth Centre, are to be installed, with connection to the Community Monitoring Centre in progress in the very near future.
- 3.5 Other cameras managed by the Community Safety Team include 6 mobile, non-covert CCTV cameras which are deployed by the Joint Action Groups within their particular areas. These cameras record to a hard drive which can be accessed by downloading wirelessly onto a laptop.
- 3.6 Finally there are a number of fixed location non-covert CCTV cameras owned and managed by the Local Authority which are not the responsibility of the Community Safety section and are not connected to the CCTV Monitoring Centre, e.g. Depot, Stranton Cemetery and schools.

4. CCTV STRATEGY, 2008

- 4.1 Public space CCTV has been operational in Hartlepool for a number of years, the management of the system, and a formal strategy was adopted in 2008. The strategy sets out the key strategic objectives which are supported by operating principles for the delivery of the service. The strategy incorporated recommendations of the CCTV Scrutiny Investigation (2008), which were included within the Strategies associated Action Plan.
- 4.2 The Strategic Objectives are:

- i. Reduce crime and anti-social behaviour in public places within Hartlepool,
- ii. Increase public reassurance,
- iii. Support delivery of Safer Hartlepool Partnership strategic objectives,
- iv. Assist Hartlepool Borough Council, and other enforcement agencies, to carry out their enforcement and regulatory duties,
- v. Protect Hartlepool Borough Council assets and public space areas,
- vi. Assist in, and bring value to, the delivery of services by Hartlepool Borough Council departments and other partners.

4.3 The Action Plan proposed, amongst other things, that:

- A five year financial projection was prepared for the revenue budget;
- That an investment plan be put in place over 3-5 years to upgrade the system
- That on-going compliance with the Information Commissioner's Code of Practice for CCTV was ensured.

4.4 The Strategy contains a clear protocol for the installation of new CCTV cameras and for an annual review of the positioning of existing cameras, a requirement of the Information Commissioner's Code of Practice for CCTV, 2008. The review has provided little evidence to suggest these protocols have been followed.

5. REVIEW FINDINGS

5.1 The CCTV Scrutiny investigation (2008) noted that the Community Monitoring Centre was reaching capacity and without a major overhaul of the facility and an increase in staffing numbers, it would prove to be very difficult to add more cameras to the current portfolio. At the time of the Scrutiny investigation there were 80 cameras connected to the Community Monitoring Centre, today there are 141. It should be noted that the Community Monitoring Centre has relocated from Richard Court to Greenbank since the Scrutiny investigation was carried out which involved investment that was funded by Housing Hartlepool. However the number of operators has reduced, as the Police have recently removed their dedicated officer due to other operational demands and efficiencies.

5.2 The review took a sample two month period and found that 53% of all incidents recorded by CCTV came from fourteen cameras located in the Town Centre, with almost all of these incidents related to the Night Time Economy. The main incidents related to drunk and disorderly behaviour, criminal activity, suspicious persons, collapsed individuals in the street and Road Traffic Accidents (RTA's).

- 5.3 The internal review considered how incidents were recorded, using data for the same two month period. The Community Monitoring Centre receives police, Pub-watch and Shop-watch transmissions, which have proven to be responsible for a large number of incidents being picked up.
- 5.4 Images are stored for 28 days or 14 days for dial up cameras; incidents may be recorded and used in prosecutions even when not picked up at the time, i.e. Where the monitoring centre may not have initially spotted an incident, but are informed of an incident taking place, operators are able to control the cameras and follow an ongoing incident.

Police (Direct contact or by Air-waves radio)	48.7%
Picked up by CCTV operative	27.7%
No source recorded	11.6%
Pub Watch Members (Direct contact or by Air-waves radio)	7.8%
Notified by members of public	4.2%

- 5.5 Neither national nor local performance indicators for the provision of CCTV cameras or the Community Monitoring centre have been introduced to date, except for recording viewing requests and number of arrests for which CCTV footage was available, which makes comparing current service performance difficult. It is proposed the Local Authority use performance measures for CCTV used by Neighbouring Tees Valley Authorities to allow for CCTV performance comparisons. This information would also used to monitor the Service Level Agreement (SLA) in place with Housing Hartlepool for the monitoring of CCTV cameras at the Community Monitoring Centre.
- 5.6 The CCTV Strategy includes an aspiration for CCTV cameras to be operational 95% of the time. The review has demonstrated that by and large this is being achieved. By comparison the weekly report of 15th February 2012 shows that 93% of the cameras were operational.
- 5.7 The internal review has also identified which cameras were most and least useful in terms of capturing incidents but also those which were the most costly and least expensive to run. Consideration should be given to the introduction of annual location justification reviews in line with the Information Commissioners Code of Practice, which may enable some cameras to be relocated.
- 5.8 The Scrutiny action plan recommended an investment plan to upgrade cameras and other equipment over the next three to five years be introduced. Cameras are expected to last 6-8 years before full replacement is necessary. The total value of the current system for insurance purposes is £1,000,000.

- 5.9 An annual allocation of £50,000 from the Community Safety Capital Budget was agreed as a result of the Scrutiny Investigation, and allocated in 2009/10. However budget savings were made in this service area as part of the 2010/11 MTFS, it was intended the revenue budget would be bolstered from income generation and the sale of CCTV services to the private sector. Unfortunately due to the current economic climate and clarification following legal Counsel, we cannot currently provide this service. The reduction in budgets has understandably resulted in a reduction in the level of maintenance undertaken and the requests for new CCTV Cameras have had to be put on hold whilst awaiting the outcome of this internal service review.
- 5.10 Some headway has been made in respect of replacing older and more costly cameras. However the reduction in revenue funding has curtailed progress in this area which will in the long term result in a higher rate of camera maintenance and breakdowns as a result. There is currently a backlog of necessary equipment upgrades and the need for a capital injection of funds has been identified. £50,000 has been allocated from the Council's Capital Investment Fund in 2012/13 to catch up this backlog; however consideration should be given to setting up an ongoing investment fund which could potentially be paid for through the introduction of wireless technology, this would remove the requirement to pay for broadband connection fees. This will ensure that the Local Authority continues to deliver an effective CCTV service which complies with the Information Commissioners Code of Practice and Section 17 of the Crime and Disorder Act, 1998.
- 5.11 The 2008 CCTV Strategy indicated that in broad terms, each new camera to the system adds an average of £2,500 per annum to the running costs. This is based upon the number of cameras we had divided by the total cost of operating them. However the removal of an actual camera only saves in energy costs, connection and maintenance fees. These would vary greatly depending on the specific camera that is decommissioned and its connection type. Connection costs can vary from between £50 (dial up) to £1,200 per camera. Maintenance can vary from between £450 (cost of annual inspection) to £10,000 (cost of annual inspection, repair/ maintenance and upgrade of our most expensive camera).
- 5.12 In addition the Service Level Agreement (SLA) fee with Housing Hartlepool could reduce with fewer cameras, however the existing SLA does not allow for this. Until a CCTV location justification review is carried out enabling the Council to determine how many CCTV cameras, and which specific CCTV cameras are needed, it is not possible, at this stage to provide an accurate figure for potential savings.
- 5.13 Other Local Authorities have reduced costs with the introduction of wireless technology, and it is proposed the Council undertakes a

CCTV wireless technology pilot over the summer/ early autumn months. The outcome of which will be presented to the Portfolio Holder to consider a replacement programme at the most suitable locations later in this financial year.

6. FINANCIAL CONSIDERATIONS

- 6.1 The table below demonstrates the annual cost of the community safety public space CCTV camera system, covering connections, energy, insurance, inspection, maintenance and the monitoring centre SLA. These figures do not allow for any Section 106 agreement monies received contributing towards the provision of CCTV.

	Annual cost (£)
2009/10	191,224
2010/11	194,298
2011/12	189,971

- 6.2 The decommissioning of a camera costs in the region of £250. This covers the removal of the camera and capping off of power supply to the column, leaving the infrastructure in place for possible future re-commissioning should the need arise. To completely remove the column and cabling would be considerably more expensive.
- 6.3 There is a need to reduce running costs as the system to-date has benefited from a contribution of over £7,000 per annum from Morrison's Supermarkets plc under a Section 106 Agreement of the Town and Country Planning Act 1990, which is due to stop from March 2013, together with increased costs associated with energy, broadband and maintenance fees.

7. PROCUREMENT

- 7.1 At present the non-covert CCTV system is maintained by a specialist contractor in an ad hoc way without an overall maintenance contract being in place. It is the intention that a tender is invited this financial year for all planned and reactive maintenance of the CCTV system commencing in April 2013. The tender will be based upon a specification detailing works, timescales, equipment etc and in accordance with procurement guidelines.

8. LEGAL IMPLICATIONS

- 8.1 Currently the Information Commissioner's Office is responsible for regulating the use of non covert CCTV cameras operated by the Council under the Data Protect Act 1998 and the Freedom of

Information Act 2000. The Information Commissioner has published a CCTV Code of Practice which the Authority has a duty to follow to ensure all CCTV cameras are managed in line with national best practice and that their use is compliant with the Data Protection Act 1998. Under the Protection of Freedom Act 2012 this responsibility will transfer to the new Surveillance Camera Commissioner.

8.2 Currently the Office of Surveillance Commissioners is responsible for regulating the use of covert CCTV cameras operated by the Council under the Regulation of Investigatory Powers Act (RIPA) 2000. Prior to authorising an application, the authorising officer is required to:-

- consider each application on its merits;
- be satisfied that the way the investigation is proposed to be carried out is necessary and proportionate to what the investigation seeks to achieve;
- consider should any collateral intrusion be envisaged as part of any surveillance, what effect this could have and what is proposed to prevent or reduce such a risk.

Under the Protection of Freedom Act 2012 this responsibility will transfer to the new Surveillance Camera Commissioner.

8.3 The Protection of Freedoms Act received Royal Assent on 1st May 2012. Under section 38 of this new act the Council is required to seek approval by the Magistrates Court for the installation of covert directed surveillance following authorisation from a designated officer in the council under RIPA. The introduction of the Act will result in delays in deploying covert surveillance which has implications not only for victims but also the wider community. Due to these legislative changes the Council should review the existing CCTV Strategy accordingly.

8.4 Under the Private Security Industry Act, 2001, the Council is required to have a Security Industry Authority (SIA) licence for personnel who carry out public space surveillance, i.e. CCTV operators.

8.5 The Criminal Procedures and Investigations Act, 1996 is designed to create a statutory framework for the disclosure to defendants of material which the prosecution would not intend to use in the presentation of its own case – known as unused material. This may include, where in existence, CCTV camera images.

9. RISK IMPLICATIONS

9.1 If the review recommendations are not introduced and we are challenged by the Information Commissioner, or the Local Authority receives a Freedom of Information request, the Council could be at

risk for non-compliance with the Code of Practice for CCTV, 2008. Non compliance with the Data Protection Act can lead to a fine of up to £500,000. Any breaches of the Act could therefore result in potentially significant costs being incurred by the Authority as well as potential damage to the Council's reputation due to non-compliance with the Act.

- 9.2 CCTV is part of a local package of measures aimed at reducing crime and disorder, and improving community safety. It remains an important tool in preventing and deterring would be criminal activity; detecting crime and facilitating the arrest and conviction of offenders through the provision of evidential footage; and promoting community confidence. The lack of investment in the provision of an open space CCTV service could therefore potentially result in the Council and the Safer Hartlepool Partnership not fulfilling its duty under section 17 of the Crime and Disorder Act, 1998.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 An Impact Needs Requirement Assessment (INRA) Equality Impact Assessment (EIA) and Diversity Impact Assessment (DIA) will be undertaken to identify any adverse or differential impact or unmet needs of our service users and to predict the impact any changes to the existing CCTV strategy, associated working procedures and ways of delivering services before they are implemented.

11. STAFF CONSIDERATIONS

- 11.1 As part of the 2011/12 Business Transformation efficiency programme Community Safety and the Anti-social Behaviour Unit transferred to Neighbourhood Services. This provided structural changes within the Department of Regeneration & Neighbourhoods resulting in significant savings for the Local Authority. Since the transfer, the two sections mentioned have merged and now sit within Neighbourhood Management. The provision of the non-covert public open space CCTV Camera service is managed by the Neighbourhood Safety Coordinator whilst the Electrical Engineering Team Leader, based within the Resources Division has responsible for the maintenance of these cameras.

12. ASSET MANAGEMENT CONSIDERATIONS

- 12.1 The non-covert CCTV system use different technologies to store and transmit images. The majority of cameras are recorded within the control room providing a minimum of twenty eight days storage; however several cameras recorded locally on site have only fourteen days storage. Images and information can be used during this

storage period and transferred to other means to provide a near indefinite storage period once requested.

- 12.2 The maintenance, including reactive and planned works, of the CCTV system is managed by the Electrical Team Leader to ensure best use is made of transmission methods and operational capabilities. The CCTV system is maintained, and new locations installed, in accordance with current standards and regulations.

13. SECTION 17

- 13.1 The Crime & Disorder Act 1998 requires Local Authorities to consider the impact of everything it does in relation to crime and disorder in all their activities. This duty is what is referred to as 'Section 17'. The Council began introducing Council-owned and monitored CCTV cameras in the late 1990s. CCTV enables remote surveillance of areas where it is installed, whether as general monitoring or as part of a wider operation by the Council, Police or other organisations like Customs and Excise. Storage and retrieval of CCTV images also allows analysis of evidence after an event has occurred.

14. CONCLUSION

- 14.1 The aim of this internal review was to identify possible changes to the way the current Community Safety CCTV public open space camera service is provided, to ensure it is providing value for money and provide an up-to-date service which is appropriate to the needs of Hartlepool.
- 14.2 The report has identified a number of issues in terms of compliance against the Information Commissioners Code of Practice, insufficient performance monitoring arrangements regarding the SLA with Housing Hartlepool for the monitoring of CCTV cameras, lack of contractual arrangements for the provision of a CCTV maintenance service and the ability to incorporate a bank of re-deployable cameras that can be sighted as operational needs change depending upon the outcome of a location justification survey.
- 14.3 It is proposed these issues will be addressed in the following recommendations.

15. RECOMMENDATIONS

- 15.1 The Portfolio Holder is asked to consider the content of the report and approve the following recommendations:

- a) That the 2008 CCTV Camera strategy be reviewed based upon the findings of the internal CCTV review and the changes to RIPA following the Protection of Freedoms Act, May 2012, which will embrace covert cameras.
- b) That an action plan is developed as part of the revised CCTV Camera strategy, with progress reports received by Portfolio Holder and the Executive of the Safer Hartlepool Partnership on a regular basis.
- c) That the CCTV monitoring Camera Service Level Agreement (SLA) be reviewed to incorporate robust performance measures. The SLA will form part of the overarching Partnering Agreement framework between the Council and Housing Hartlepool, for the provision of community monitoring services provided by the Council, e.g. Assisted Technology support independent living, Emergency Services and out of hours call out services, as well as CCTV.
- d) The Local Authority use performance measures for CCTV used by Neighbouring Tees Valley Authorities to allow for CCTV performance comparisons.
- e) That annual location justification reviews of CCTV cameras are introduced to ensure the use of cameras continues to be justified, in line with the Information Commissioners Code of Practice for CCTV, 2008.
- f) Where cameras are no longer justified ,the decommissioning of cameras placed at another location known to be experiencing serious, frequent anti-social / criminal behaviour which can be shown to have a negative impact on the wider community, or placed in storage or dismantled for spare pares and the camera site decommissioned.
- g) The pilot of wireless CCTV technology. Following the outcome of an evaluation of the pilot an investment programme for the replacement of existing CCTV cameras with wireless technology is prepared for the Portfolio holder to consider.
- h) CCTV maintenance service contract is tendered.

16. BACKGROUND PAPERS

- Mayor's Briefing 26th November 2007 Final Report
- Hartlepool Borough Council's Community CCTV Provision 2008
- Hartlepool Borough Council Regeneration and Planning Services Scrutiny Forum

- Hartlepool Borough Council Strategy for Community Closed Circuit Television 2008
- Information Commissioner's Code of Practice for CCTV 2008.

17. CONTACT OFFICER

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REGENERATION AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
29th June 2012



Report of: Assistant Director (Transportation and Engineering)

Subject: LOCAL TRANSPORT PLAN 2011/12 OUT-TURN AND 2012/13 PROGRAMME

1. TYPE OF DECISION

Key Decision (tests i and ii apply). Forward Plan Reference No RN 19/12

2. PURPOSE OF REPORT

- 2.1 To inform the Portfolio Holder of progress made under the Local Transport Plan delivery programme, and seek approval for the 2012/13 allocation

3. BACKGROUND

- 3.1 The third LTP sets out how a safe and sustainable transport system can be delivered within Hartlepool. It is recognised that funding, particularly in the short to medium term, is significantly reduced from the second LTP period and, whilst this represents a significant barrier to delivering the Council's aspirations for improving the transport network in Hartlepool, it provides opportunities to work more closely with our partner organisations for the overall benefit of the town.
- 3.2 The strategy is not limited to the 5 year timescale of previous LTPs but is designed to look towards 2026 and evolve over this period. This extended timescale ensures that the LTP is aligned with regional strategies and local development frameworks. The strategy will be kept under review within this time period to ensure that it remains current, responding to any changes in circumstances, and taking into account any revisions in guidance and best practice.

- 3.3 There are a small number of minor amendments to the 2012 / 2013 programme:
- a) Low floor Bus Infrastructure not required (now part of Tees Valley Bus Network Improvement schemes) - £7K allocation transferred to Local Safety Scheme budget (formerly 20's Plenty).
 - b) Cycle route signage - £5K allocation transferred to Local Safety Scheme budget (formerly 20's Plenty) – sufficient funding exists in Cycle Signage budget from 2011 / 2012 carry forward.
 - c) 20's Plenty – changed to Local Safety Schemes. This occurred following a large scale consultation exercise – Cabinet took the decision that 20's Plenty would not be taken forward, on a town wide basis, due to the poor level of public support for the scheme.
- 3.4 The following table shows the budget allocations for the 4 year programme from 2011/12 to 2014/15.

Theme	Scheme Type	2011/12 £000's	2012/13 £000's	2013/14 £000's	2014/15 £000's
Bus Priority Schemes (BL)	Bus Network Improvement Schemes	232	232	232	232
Bus Infrastructure Schemes (BI)	Low Floor Bus Infrastructure	0	0	7	20
Cycling Schemes (CY)	Cycle Tracks / Lanes	0	50	50	150
	New Cycle parking Facilities	5	5	5	5
	Cycle Route Signage	5	0	5	5
Travel Plans (TP)	Workplace Travel Plans	10	8	8	8
Local Safety Schemes (LS)	Safer Routes To School	50	50	50	50
	Safety Camera Partnership	10	10	10	10
	Other Safety Schemes	0	0	0	166
	Local Safety Schemes	50	62	50	0
Road Crossings (RC)		15	15	15	15
Traffic Management & Traffic Calming	School 20 mph zones	20	20	20	20
Local Road Schemes (RD)	Consultative Neighbourhood Forums	24	24	24	24
Miscellaneous (OS)	Car Park Improvements	50	50	50	50
	Road Safety Education & Training	15	15	15	15
	Motor Cycle Training	10	10	10	10
	Smarter Travel Awareness	10	10	10	10
	Shopmobility	20	0	0	0
TOTALS		526	561	561	790

4. DELIVERY

- 4.1 The following table shows the works delivered in 2011/12 and the proposed schemes for 2012/13, for each individual budget heading.

Scheme Type	2011/12	2012/13
Bus Network Improvement Schemes	LTP contributions to Catcote Rd / Owton Manor Lane – junction widening scheme. Stockton Rd / Oxford Rd – junction widening scheme. Winterbottom Ave / Miers Ave – provision of bus lay-bys. Clavering Rd – provision of parking lay-by. King Oswy Drive / West View Rd – bus lay-by / bus only access.	York Rd (Burn Valley roundabout / Lister Street) – junction widening / provision of bus lay-bys.
Public Transport Interchange	Addition of new cycle storage facilities	No Budget
Cycle tracks / lanes	Contribution to Easington Road Crossing	Scheme(s) to be identified
New cycle parking facilities	Cycle stands installed at Brougham Enterprise Centre	Seaton rail station – awaiting further information from Northern Rail regarding the proposed installation of 2 x Cycle Storage shelters
Cycle Route Signage	Missing signage partially identified on NCN 14 (completion of survey delayed due to major utility works adjacent to Central Estate).	Remainder of missing NCN 14 signage to be identified, and signs to be ordered.
Other Walking Schemes	Chatham Road tactile paving. Hart Village area, public footpath / bridleway improvements	No Budget
Workplace Travel Plans	Plan was to erect cycle parking/storage at various Council buildings (Civic Centre, and the Church Street Depot). Once final plans have been drawn up for the Church Street Depot and the old Focus building, storage will be erected during 2012/13.	Engage with new businesses to promote cycling, walking and car share. Potential work with Tees Health to install cycle storage. Development and implementation of HBC travel plan and cycling at work policy.

Scheme Type	2011/12	2012/13
School Travel Plans	Cycle/scooter parking installed at various schools to support the development of school travel plans and cycling policies. Purchase of resources to support walking and cycling promotion projects where schools have developed safer routes to schools.	Work in partnership with Living Streets to develop walking initiatives in 10 schools to reduce car dependency and promote health linked in with the safer routes to schools programme.
Safer Routes To School	Access improvements and signing and lining schemes at schools to improve safety and encourage walking and cycling. Purchase of 'Quizdom' to assist in the evaluation of road safety interventions.	8 new school areas identified that may benefit from 20 mph zones, additional signing, lining and traffic calming.
Safety Camera Partnership	Contribution to the operation of the Cleveland Safety Camera Partnership in respect of a support for the purchase of a new van, enforcement camera upgrade and associated IT system.	Upgrade of signing to highlight current sites and future enforced roads.
Local Safety Schemes	Warrior Drive traffic calming scheme, South Parade traffic calming scheme.	Waldon Street, 6 th Form College entrance Additional scheme(s) to be identified, based upon Road Casualty data.
Road Crossings	Contribution to Easington Road crossing	Scheme(s) to be identified.
School 20 mph zones	Dyke House / Raby Rd variable 20 mph scheme	Eldon Grove School Safety Scheme
Car Park Improvements	Multi-storey – Electrical upgrades, CCTV improvements, lining improvements, new pedestrian access to/from Park Rd, general aesthetic improvements. Basement – Fire alarm system upgrade.	Multi-storey – Lift refurbishments. Basement – Re-surfacing works, electrical upgrades, and new emergency lighting system.

Scheme Type	2011/12	2012/13
Road Safety, Education and Training	Contribution to the basic operation of Ridewell Tees Valley Motorcycle Training Scheme in respect of maintenance of machines, container and resources to deliver the programme.	Upgrade of Direct Access and Compulsory Basic Training motorcycles for delivering the campaign in Hartlepool.
Motor cycle training	Contribution to the operation of Ridewell Tees Valley Motorcycle Training Scheme for the operation of the Catcote School site. Purchase of new machines and parts.	Contribution to operational costs as per 2011/2012
Smarter Travel Awareness	This budget has no spend but will be carried forward to assist in the promotion and encouragement of increasing uptake of walking and cycling at new safer routes to schools projects.	Promotion of car sharing/2+ travel, establish new schemes in existing businesses to encourage cycling and sustainable travel.
Shopmobility	Contribution made to assist in the setting up of a new Shopmobility outlet at Hartlepool Station, to improve links between the Station, town centre and the Marina. The money was a contribution towards the purchase of additional scooters.	No budget
Street Lighting	Burn Road Roundabout (LED), Tees Road improvement scheme, Brierton Lane central managementsystem (lights can be controlled remotely)	Elwick Road lighting scheme
Bridges	Inspection fees, purchase of track possession order from Network Rail (Brenda Road – rail overbridge). Rebuild of retaining wall at Hart.	Repairs to Brenda Road rail overbridge
Structural Highway Maintenance	Appendix 1 shows the carriageway & footway schemes which were completed during	Appendix 2 shows the resurfacing schemes from late June and into July 2012. There are also

Scheme Type	2011/12	2012/13
	2011/2012.	potential schemes for the A689 - Wynyard and in the Greatham area. Surface dressing schemes are scheduled for Tofts Road East, Butts Lane (full length), Chester Road (between Jesmond Rd and Raby Rd), Easington Rd (southbound between West View Rd and Holdforth Rd), Easington Rd (northbound between Holdforth Rd and West View Rd) and Hart Village Rd (between the A179 and Worset Lane).

5. FINANCIAL CONSIDERATIONS

- 5.1 All works are funded from the Local Transport Plan allocation from Central Government, as per the table referenced at 2.4.

6. RECOMMENDATIONS

- 6.1 That the Portfolio Holder notes the works delivered during 2011/12, and approves the proposed programme for 2012/13.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To note the works delivered to date, and enable continuation of the Local Transport Plan programme.

8. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

- **Appendix 1** – Highway Maintenance Resurfacing Schemes – 2011-2012
- **Appendix 2** – HBC Highways Resurfacing – June-July 2012

9. BACKGROUND PAPERS

- 9.1 There are no background papers

10. CONTACT OFFICER

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APPENDIX 1

2011/12 SCHEMES					
Street	Location	Type		Status	Comments
Dalton Village Road (Part 1)	Existing Works to First Field after Junction (2 Parts)	DBM	CWAY	COMPLETE	
Dalton Village Road (Part 2)	First Field after Junction to A19 (2 Parts)	DBM	CWAY	COMPLETE	
Seaton Lane (Part 1)	No. 180 to No. 150 (2 Parts)	HRA	CWAY	COMPLETE	
Seaton Lane (Part 2)	No. 150 to No. 120 (2 Parts)	HRA	CWAY	COMPLETE	
Owton Manor Lane (Part 1)	Balmoral Road to No. 78 (2 Parts)	HRA	CWAY	COMPLETE	
Owton Manor Lane (Part 2)	No. 78 to Catcote Road (2 Parts)	HRA	CWAY	COMPLETE	
Owton Lodge Roundabout	Full Roundabout	HRA	CWAY	COMPLETE	
Station Lane (Part 1)	The Front to Victoria Street (2 Parts)	HRA	CWAY	COMPLETE	
Station Lane (Part 2)	Victoria Street to Library (2 Parts)	HRA	CWAY	COMPLETE	
Oxford Road (Part 1)	Heathfield Drive to Caledonian Road (2 Parts)	HRA	CWAY	COMPLETE	
Oxford Road (Part 2)	Caledonian Road to Derby Street (2 Parts)	HRA	CWAY	COMPLETE	
Dent Steet	Young Street to Raby Road	DBM	CWAY	COMPLETE	
Cameron Road	Addison Road to Raby Road	DBM	CWAY	COMPLETE	
Alma Street	Mulgrave Road to Thornville Road	DBM	CWAY	COMPLETE	
Grove Close	The Grove to Stub End	DBM	CWAY	COMPLETE	
Egerton Road	No. 44 to No. 18	DBM	CWAY	COMPLETE	
Everett Street	Chester Road to Jesmond Road	DBM	CWAY	COMPLETE	
Hereford Street	Wensleydale Street to Kendal Road	DBM	CWAY	COMPLETE	
Eden Street	Park Road to Car Park	DBM	CWAY	COMPLETE	
Moreland Street	Clark Street to Redworth Street	DBM	CWAY	COMPLETE	
York/Victoria Road Junction	Junction Area	HRA	CWAY	COMPLETE	
Penrith Street	Winston Close to Howard Street	DBM	CWAY	COMPLETE	
Challoner Road	Jesmond Gardens to Raby Road	DBM	CWAY	COMPLETE	
Beacon/Alliance/Trinity Street	Full Length	DBM	CWAY	COMPLETE	
Burke Place	Frederic Street to Stub End	DBM	CWAY	COMPLETE	
Sunningdale Grove	Clavering Road to Stub End	DBM	CWAY	COMPLETE	
A689	Truro Drive/Meryl Grdns Junction (Reconstruction)	HRA	CWAY	COMPLETE	
Milbank Road	One Side Last Stretch	DBM	CWAY	COMPLETE	
Sandringham Road	No. 4 to Murray Street		FWAY	COMPLETE	
Burbank Street	Clark Street to Thompson Street		FWAY	NOT DONE	ADDED TO 2012/13
Windermere Road	Ashgrove to Bakers		FWAY	COMPLETE	
Purvis Place	Miers Avenue to Garside Drive		FWAY	NOT DONE	ADDED TO 2012/13
Catcote Road	Callander to Campbell		FWAY	NOT DONE	ADDED TO 2012/13

2011/12 ADDITIONAL SCHEMES					
Street	Location	Type		Status	Comments
Raby Road	Hart Lane to York Road	HRA	CWAY	COMPLETE	
Tees Road	Approach to Brenda Road Roundabout	HRA	CWAY	COMPLETE	
Northgate	Thorpe Street to Durham Street	DBM	CWAY	COMPLETE	
Wharton Terrace	59-51	DBM	CWAY	COMPLETE	
Tesco Roundabout Burn Road	Full Length	DBM	CWAY	COMPLETE	
A689	Sappers Corner	HRA	CWAY	COMPLETE	
Seaton Railway	Turning Circle	DBM	CWAY	COMPLETE	
Owton Manor Lane Shops	Full Car Park	DBM	CWAY	COMPLETE	
Parton Street	Full Length	DBM	CWAY	COMPLETE	
Back of Throston Street	Full Length	DBM	CWAY	COMPLETE	
Park Road Entrance to PCT	Junction Area	DBM	CWAY	COMPLETE	

APPENDIX 2

Key :

	Planing
	Surfacing

**REGENERATION & NEIGHBOURHOODS
PORTFOLIO
29th June 2012**



Report of: Assistant Director (Neighbourhood Services) and
Assistant Director (Regeneration and Planning)

Subject: NORDIC PIONEER

1. TYPE OF DECISION

Non Key Decision.

2. PURPOSE OF REPORT

- 2.1 To report on the proposed collaborative working between the Council and Nordic Pioneer to develop a six month Environmental Apprenticeship pilot programme.

3. BACKGROUND

- 3.1 Nordic Pioneer is a North East based national training provider and graffiti removal business that was founded in 1994 to work with local authorities on anti-graffiti measures. In recent years, the company has expanded to include professional training services within the environmental enhancement sector and offers courses including NVQ Level 2 in Cleaning and Support Services, NVQ Level 2 in Team Leadership, NVQ Level 2 in Local Environmental Services, plus a range of accredited community courses suitable for volunteers.
- 3.2 Nordic Pioneer works with a wide range of local authorities across the UK, including Darlington, Middlesbrough, Redcar and Stockton providing environmental management projects relating to graffiti removal and Apprenticeship programmes.
- 3.3 In September 2010, Nordic Pioneer teamed up with Darlington College and Darlington Council to develop the 'Urban Blitz' Apprenticeship initiative. This initiative was created to employ young people and help them progress in careers within the cleaning, environmental maintenance and facilities management industries. Urban Blitz provides young people aged 16-24 years with work experience and recruits them onto an Apprenticeship scheme in Cleaning and Support Services. Nordic Pioneer has a

subcontract arrangement with Darlington College to deliver this Apprenticeship programme and Darlington Council offers the work placements.

- 3.4 On 1st November 2011, Nordic Pioneer met with the Mayor to review potential collaborative working between both parties to implement the 'Urban Blitz' Apprenticeship programme in Hartlepool. As part of this initial proposal, Nordic Pioneer had asked for a financial contribution from the Council to deliver the Urban Blitz programme. However, no agreement was reached on this matter as the Council could not commit, particularly at a time of year-on-year reductions in Departmental budgets.

4. NORDIC PIONEER PILOT PROPOSAL

- 4.1 On Friday 25th May 2012, Council officers again met with Nordic Pioneer who had requested a further meeting to progress their Urban Blitz programme. Within this meeting, Nordic Pioneer proposed to develop a six month pilot programme in partnership with the Council. The main points of their pilot were:
- Delivery of a 26 week Apprenticeship programme for 12 adults aged 18-24 years (The age range is due to eligibility requirements);
 - Nordic Pioneer to be the employer for the Apprentices;
 - The Apprentices will work towards an NVQ Level 2 in Cleaning and Support Services and will be employed for 30 hours per week;
 - The 12 Apprentices will be placed within the Council's Neighbourhood Services Division (specifically working within the Parks and Countryside section);
 - The 12 Apprentices will be supervised by Neighbourhood Services and the work they will undertake will be in addition to what is currently being delivered by Council staff);
 - There will be no cost to the Council for the Apprentices wages as this is externally funded from the Department for Work & Pensions (DWP) Youth Contract;
 - The Apprentices will be Work Programme customers only and will be referred by Avanta to Nordic Pioneer; and;
 - If approved, the programme will commence mid July 2012;

5. DWP YOUTH CONTRACT

- 5.1 In response to the challenge of youth unemployment, the Government announced a £1billion *Youth Contract* to help young unemployed people get a job. The Youth Contract, which launched in April 2012, will provide nearly half-a-million new opportunities for 18-24 years olds, including Apprenticeships and voluntary work experience placements.

- 5.2 From 2 April 2012, wage incentives worth up to £2,275 each, will be available for employers who can offer an 18 to 24 year-old from the Government's Work Programme, a job lasting at least 26 weeks.
- 5.3 The wage incentive will be available to employ someone for 16 hours or more each week. There will be a part-time rate of £1,137.50 for work between 16 and 29 hours and a full time rate of £2,275 for 30 hours or more. This will be paid 26 weeks after the employee starts work. Small businesses (less than 50 employees) can also claim a part payment 8 weeks after the employee starts work.
- 5.4 Wage incentives will be primarily available to private, voluntary and community sectors and social enterprise employers. Central government departments, their executive agencies and a non-departmental public body (NDPB) will be excluded from claiming them, but the wider public sector such as NHS trusts, will not.
- 5.5 Nordic Pioneer has a contract with the Work Programme provider Avanta to deliver the Youth Contract on their behalf and can access the wage incentive as shown in paragraph 5.2 and 5.3. All 12 Apprentices will need to be Work Programme customers only and will be referred directly from Avanta to Nordic Pioneer.

6. FINANCIAL CONSIDERATIONS

- 6.1 As stated in paragraph 4.1, the Apprentices wages will be funded from the (DWP) Youth Contract and there will be no cost implications for the Council in relation to this matter.
- 6.2 In principle, the Council's Neighbourhood Services Division has agreed to provide an in-kind contribution to the pilot through the supervision of the Apprentices who will be integrated within the Division and also £1200 cash contribution. The latter relates to £100 contribution for each Apprentice for personal, protective equipment (PPE).

7. LEGAL CONSIDERATIONS

- 7.1 If the pilot project is approved by the Portfolio Holder, there will be a need to develop a protocol agreement between the Council and Nordic Pioneer which clearly sets out the roles and responsibilities of both parties. The Council's Legal Team will be involved in developing such an agreement.

8. STAFF CONSIDERATIONS

- 8.1 If approved, the Apprentices will be employed by Nordic Pioneer and will adhere to their terms and conditions, but each learner will be placed and will

be directly supervised by Hartlepool Borough Council's Neighbourhood Services.

8.2 The health and safety of the Apprentices is paramount and therefore the following procedures will be undertaken prior to any learner entering into a Hartlepool Borough Council placement:

- Nordic Pioneer will complete a 'Personal Risk Assessment Questionnaire' with every Apprentice to help assess the risks of an individual entering into a specific role;
- All Apprentices will complete a four-week pre-Apprenticeship programme with Nordic Pioneer which will incorporate health and safety as a module;
- Nordic Pioneer will work closely with Hartlepool Borough Council to undertake risk assessments on placements; and;
- All Apprentices who are placed within Hartlepool Borough Council will be supervised and will be required to complete an induction with the relevant Division prior to commencing any work.

8.3 The matters explained within paragraph 8.1 and 8.2 will be outlined within the protocol agreement.

9. EXISTING APPRENTICESHIP AGREEMENT BETWEEN THE COUNCIL AND HARTLEPOOL COLLEGE OF FURTHER EDUCATION

9.1 The Council's Organisational Development Team has been consulted and agrees that the Nordic Pioneer pilot proposal is different to the existing Apprenticeship agreement between the Council and Hartlepool College of Further Education due to:

- The Apprenticeships wages will be fully funded by an external body, at no cost to the Council.
- The Apprenticeships to be offered will be targeted at long term unemployed young people who must be Work Programme customers only.

9.2 It is worth noting that the Assistant Director, Community Services has been consulted and has confirmed that this pilot would be beneficial to the Council and there is scope to place one or more Apprentices within Summerhill Country Park. The Assistant Director also suggested that there are opportunities for future linkages with Avanta/Nordic and Adult Education which could be explored separately in the future.

10. LONGER TERM JOINT WORKING OPPORTUNITIES

10.1 If the pilot is approved and is successful, there are opportunities for longer term joint working with Nordic Pioneer. From 1st August 2012, the Nordic Pioneer Apprenticeship will become a 12 month programme. Nordic Pioneer

will continue to be able to access other Apprenticeship funding and this could provide beneficial links to Council initiatives as shown below and their relevant customer groups:

- Troubled Families Programme;
- European Social Fund (ESF) Families with Multiple Problems Programme; and;
- Flexible Support Fund.

11. CURRENT POSITION

- 11.1 At the time of submitting this document, a report on this proposed pilot has already been submitted to the Regeneration and Neighbourhoods Departmental Management Team (DMT) on 31st May 2012 and for the Corporate Management Team (CMT) on 11th June 2012 for comments. In addition, there has already been consultation with the Council's Child and Adult Services Department, Organisational Development Team, Finance and Legal Team, but there is still a need to consult with the Trade Union. An update on these discussions will be made at the Portfolio Holder meeting. However, it is proposed that as long as there are no key issues that arise from meetings with DMT, CMT and the Trade Union, then the recommendation shown below should be positively considered.

12. RECOMMENDATIONS

- 12.1 It is recommended that this six month pilot be approved and that an interim progress report is submitted to the Portfolio Holder in October 2012.

13. REASONS FOR RECOMMENDATIONS

- 13.1 The key reasons for this recommendation are that:
- There will be no cost to the Council for the wages of the 12 Apprentices.
 - The work undertaken by the Apprentices will provide additional capacity to the existing Council's Neighbourhood Services Division and will not duplicate what is currently being delivered by Council staff;
 - The Council will be able to maximise this additional capacity to undertake further focused environmental work within neighbourhoods; and;
 - At a time when Hartlepool's youth unemployment rate remains over double the Great Britain rate, this pilot provides an opportunity to offer 12 young people aged 18-24 years an Apprenticeship programme.

14. BACKGROUND PAPERS

- 14.1 The Department for Work and Pensions (DWP) Youth Contract
<http://www.dwp.gov.uk/youth-contract/>

15. CONTACT OFFICER

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**REGENERATION & NEIGHBOURHOODS
PORTFOLIO
29th June 2012**



Report of: Assistant Director (Regeneration and Planning)

Subject: HIGH STREET INNOVATION FUND - INITIAL PROPOSALS

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-Key decision.

2. PURPOSE OF REPORT

2.1 The purpose of the report is to seek the Portfolio Holder's views on the initial list of projects proposed by the Economic Regeneration Forum Working Group for the £100k awarded to Hartlepool through the High Street Innovation Fund.

3. BACKGROUND

3.1 As reported to the Portfolio Holder on the 18th May 2012, Hartlepool has been awarded £100k through the High Street Innovation Fund which aims to address empty properties on the High Street. The fund has been created by the Government in response to the Portas Review.

3.2 The Portas Review was commissioned by the Government to identify what the Government, Local Authorities, businesses and communities can do to develop prosperous high streets that are relevant to the modern consumer and will allow businesses and independent retailers to thrive. The review was published in December 2011 in response to rising town centre vacancy rates, the challenge of out-of-town shopping centres and the changes in the way in which people shop, especially with the growth of internet retailing.

3.3 The Government's response to the Portas Review sets out a challenge for partners to *"re-imagine their town centres and high streets, ensuring they offer something new and different that neither out-of-town shopping centres nor the internet can match-an experience that goes beyond retail, with creative use of public spaces and a vibrant evening economy"*. Communities are encouraged to develop innovative ideas that address local issues.

- 3.4 The Economic Regeneration Forum has established a working group to examine the recommendations of the Portas Review and determine how the High Street Innovation Fund can be most effectively used. The working group consists of members of the Federation of Small Businesses, the Chamber of Commerce, Cleveland College of Art and Design and private sector representatives.

4. PROPOSALS FOR THE HIGH STREET INNOVATION FUND

- 4.1 The Economic Regeneration Forum Working Group agreed that the High Street Innovation Fund should be carefully targeted at projects that will draw people into the town centre and create a unique offer. The working group believes that it is important that the projects add value to the town centre and do not compete with existing businesses.
- 4.2 The Government states that the High Street Innovation Fund could be used to provide business rate discounts for new start-up retail businesses with match funding provided by landlords. The working group did not consider this to be the most effective use of funds as discounts are already available for businesses with a rateable value of under £18,000.
- 4.3 In order to determine the most appropriate projects it is important to understand the barriers to occupying empty shops in Hartlepool. There could be a number of barriers such as a shortage of retail skills, inadequate infrastructure, high start-up-costs or inadequate marketing. Further research is therefore being undertaken by the group to determine the most relevant issues to address.
- 4.4 A number of potential projects were discussed including financial support for start-up/occupational costs for new local retail businesses. These initial costs were identified as a key barrier for people starting out in retail. A grant scheme could therefore be established to provide assistance with these costs.
- 4.5 The creation of pop-up shops was also proposed and considered to be an effective use of funding. Pop-up shops provide the opportunity to create a unique retail offer that will help to diversify the town centre. They also offer the opportunity to work with Cleveland College of Art and Design and provide links with some of the college's course modules.
- 4.6 The creation of apprenticeships was also considered if a relevant opportunity can be identified from the research that is being undertaken on the barriers to occupying vacant shops.
- 4.7 The working group believed that there is a misconception that Hartlepool has nothing to offer within the town centre despite the wide variety of shops that are on offer. It was therefore proposed to establish a further working group of the Economic Regeneration Forum to look at the marketing of the town centre with a specific focus upon retailing.

- 4.8 The potential for providing art work on roller shutters to brighten the town centre was discussed although members of the group believed that this would not address the underlying causes of empty shops or help to improve the town centre offer. Middleton Grange Shopping Centre's windows facing onto Victory Square were considered to be the highest priority. The art work could be provided by Cleveland College of Art and Design.
- 4.9 Additional signage directing people to the town centre car parks was also discussed. The signage for visitors from the north of the town was considered to be a particular issue. It is believed that this would be a relatively inexpensive project, however would have a positive impact on the town centre.
- 4.10 The working group also discussed car parking charges, especially whether it is feasible to offer discounts to people that spend a certain amount of money in the town centre. This could provide an opportunity for landlords and retailers to provide match funding. Further research and feasibility work will be undertaken to see if this is possible. The existing usage of town centre car parks will also be examined. The working group recognised that car park funding is an important source of revenue for the Council especially in the current economic climate so options may be limited.
- 4.11 A further option that was considered was the "Grow your own retailers" project. The project involves offering potential retailers and entrepreneurs the chance to trade in the Market Hall at Middleton Grange Shopping Centre with a package of support which includes a retail training programme, subsidised rent levels, and mentoring from successful businesses in the town. An application was submitted for this project under round one of the Portas Pilot scheme; however the bid was unfortunately unsuccessful. 12 bids were selected to become Portas Pilots out of 371 applications nationally. The "grow your own retailers" application will automatically be re-considered in the second round of Portas Pilots which closes on the 30th June 2012. There is the opportunity to re-submit the application before the deadline if appropriate. The High Street Innovation Fund could also fund the "Grow your own retailers" project if this is deemed appropriate.

5. NEXT STEPS

- 5.1 Further feasibility work will be undertaken on the projects mentioned above and a further report with the recommendations of the working group will be presented to the Portfolio Holder in the near future.

6. FINANCIAL CONSIDERATIONS AND RISK

- 6.1 This report contains no financial implications or risks to the Council as the report is for information only.

7. RECOMMENDATIONS

7.1 The Regeneration and Neighborhoods Portfolio Holder is requested to:

- Provide views on the proposed projects for the £100k High Street Innovation Fund.

8. BACKGROUND PAPERS

8.1 There are no background papers.

9. CONTACT OFFICER

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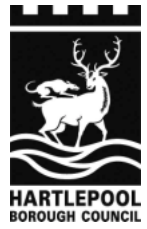
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REGENERATION AND NEIGHBOURHOODS

Report to Portfolio Holder

June 2012



Report of: Assistant Director (Regeneration & Planning)
and Chief Finance Officer

Subject: REINVIGORATING RIGHT TO BUY A REPORT
HIGHLIGHTING THE RTB EXTENSION

1. TYPE OF DECISION

1.1 Non-key Decision

2. PURPOSE OF REPORT

2.1 To update the Housing and Transitions Portfolio Holder about the recent changes and extension to Right to Buy in the social rented sector.

3. BACKGROUND

3.1 The Right to Buy (RTB) scheme was introduced in 1980 and gives qualifying social tenants the right to buy their home at a discount. The scheme is open to secure tenants of local authorities and non-charitable housing association and to those assured tenants of housing associations who have transferred with their homes from a local authority as part of a housing stock transfer.

3.2 In the "Laying the Foundations: A Housing Strategy for England" published in November 2011, the Government announced its intention to increase the caps on RTB discounts to enable more tenants to achieve their ambition for home ownership. It also set out the Government's commitment to ensure that the receipts on every additional home sold under the RTB are used to fund its replacement, on a one for one basis, with a new home for Affordable rent. In December 2011, the Department for Communities and Local Government published a consultation setting out proposals for how this would be achieved and seeking views, during a 6 week consultation period. HBC submitted our views on this proposal.

The Government has now announced its planned changes to the RTB scheme. With details of how one for one replacement will work. These changes took effect from the 2nd April 2012.

Impacts

- To qualify to exercise the option of RTB the tenant will need to have been a public sector tenant for a minimum of 5 years, in order to make a RTB application.
- The discount is up to £75,000 of the cost of the property which is valued independently, this increase effectively doubles the maximum discount available, prior to these changes.
- Discounts range from 35% for tenants that have had a history of social tenancy for at least 5 years up to a maximum of 60% after 30 years.
- Receipts from sales under RTB are to be recycled towards re provision of replacement housing, however first call on receipts will be to clear debt held against the property. Any remaining funding will be expected to be used for the re provision of Affordable Housing by the Council or Registered Provider. However the Government still expect to get the proportion of the RTB receipts they would have got under the old system so not all of the remaining receipt will be recycled.
- “Cost floor” has been retained and extend from 10 years to 15 years which will mitigate the financial risk to the Council as described below. Cost Floor are the aggregate expenditure incurred in 15 year prior to the RTB application being submitted and where these costs exceed the discounted sale value the ‘cost floor’ becomes the selling price.

4. RISK IMPLICATIONS/FINANCIAL CONSIDERATIONS

- 4.1 The new social housing stock developed by the Council in 2010 and future acquisition of empty properties will be affected by the eligibility of tenants for the Right to Buy and related discounts. However, the actual discount available will be restricted by the statutory ‘cost floor’ derived from the actual costs of building, purchasing or renovating the properties. The cost floor ensures that the sale price of a property is at least equal to the cost incurred by the Council for a period of 15 years.
- 4.2 The new social housing stock was financed by a combination of 50% grant and 50% borrowing and the business case provides for annual repayment of debt. An initial analysis of debt outstanding after the 15 year ‘cost floor’ period has elapsed has been undertaken and it is

anticipated that the overhanging debt for each property is likely to be less than the capital receipt received. Therefore, the RTB changes have a minimal financial risk on this business case.

- 4.3 The position for empty properties scheme approved in April will depend on whether the Council is successful in receiving HCA grant which will halve the debt relating to each property and therefore mitigate the risk of overhanging debt in the same way as the new social housing.
- 4.4 The greatest risk of the RTB change is for properties fully financed by borrowing, which is not the case for existing Council scheme.
- 4.5 The impact of RTB change will need to be taken into account as part of any future business case modelling relating to empty properties to ensure business cases remain financially viable over the long term.
- 4.6 Consideration needs to be given about how to deal with managing the expectation of Tenants, given the recent publicity push by the Government and the expectation that Councils will be proactive in informing tenants of their rights and encouraging take-up of the policy.

5. RECOMMENDATIONS

- 5.1 The Portfolio Holder is asked to note the contents of the report and the impact that Government legislation may have on programmes delivered by the Council.
- 5.2 The Portfolio Holder is also asked how the tenants currently in Council owned property should be advised of the new right to buy terms. The Government is very explicit in its directions that all tenants should be made aware of the new rights. Housing Hartlepool as management agents will be tasked with undertaking this work, however it would be wrong to raise expectations about maximum discounts when in the circumstances of the Council owned stock, discounts will be limited to the statutory floor targets. Portfolio Holder is therefore asked to confirm that residents should be fully informed of this when information is sent about the reinvigorated rights to buy process.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Portfolio Holder is responsible for all housing activity.

7. CONTACT OFFICER

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**REGENERATION & NEIGHBOURHOODS
PORTFOLIO
29th June 2012**



Report of: Assistant Director (Neighbourhood Services)

Subject: WARD PROFILES (Draft for Consultation)

1. TYPE OF DECISION

1.1 Non key decision

2. PURPOSE OF REPORT

2.1 To seek agreement on the first draft of the eleven Ward Profiles (**Appendix 1**) as consultation documents, and to note the proposed 8 week consultation framework to commence the beginning of July 2012.

3. BACKGROUND

3.1 Following the Reviews of Community Involvement and Engagement (including LSP Review) and Neighbourhood Management in 2011/2012, the option of developing Ward Profiles was endorsed by Cabinet (18 July 2011, decision reaffirmed 6 February 2012 and 9 January 2012 respectively). In line with the decision to re-focus resources to those neighbourhoods falling within the top 5% most deprived¹ (rather than the top 10% previously targeted through the Neighbourhood Action Plan (NAP) process), it was envisaged that Profiles would be drawn up for all eleven wards, with a more intensive approach and action plan adopted in wards with areas falling within the top 5% most disadvantaged¹. This encompasses the following wards:

- De Bruce;
- Headland and Harbour;
- Jesmond;
- Manor House; and
- Victoria.

4 FORMAT OF THE PROFILES

4.1 The Profiles are intended to be visionary documents, which allow local residents and elected Ward Members to coordinate local priorities within the revised ward configuration (implemented through the Ward Boundary Commission's Electoral Review of Hartlepool 2011/2012). The Profiles build upon the foundations of work undertaken to date particularly through the NAP process, and strive to outline key characteristics of the ward including high level statistical data, mapping of community assets and resources, linkages to existing area based projects and strategies, as well as highlighting key neighbourhood priorities. In areas falling within the top 5% most disadvantaged¹, an action plan is also included.

4.2 The format of the Ward Profiles reflects the revised structure of the Theme Partnerships and a specific focus has been given to the following theme areas:

- Jobs and the Economy (Economic Regeneration Forum);
- Environment and Housing (Housing Partnership);
- Health and Wellbeing (Shadow Health and Wellbeing Board); and
- Crime and Community Safety (Safer Hartlepool Partnership).

This focus will also be reflected in the five Ward Profiles adopting a more intensive and targeted approach through the action plan; which will identify Resident Priorities, Action Required, Timescales for Delivery and Lead Officer and / or Mechanism for Delivery.

4.3 It is proposed that the performance of the Ward Profiles will be monitored by the North and Coastal, and South and Central Neighbourhood Forums on a bi-annual basis, with feedback taken to the Theme Partnerships (outlined in Section 4.2) via the Chairs of the Neighbourhood Forums or by a co-opted representative. The Forums will meet for the first time in their revised format in July 2012.

4.4 In wards containing neighbourhoods falling within the top 5% most disadvantaged¹, a Community Partnership will be established. The Partnerships will be charged with regularly monitoring the priorities and actions contained within the Ward Profile Action Plan, with a review to be undertaken on a quarterly basis. This will be overseen by the relevant Neighbourhood Manager, who will work with service providers, residents, community and voluntary groups and Ward Councillors to ensure that resources are being targeted and delivered, effectively and efficiently to address local priorities. The Partnerships will meet for the first time in July 2012.

5. WARD MEMBER CONSULTATION AND PROGRESS TO DATE

- 5.1 Work commenced on Ward Profiles in April 2012, when a baselining exercise was undertaken to obtain the following information based on the revised ward boundaries: statistical information focusing on the four theme areas outlined in Section 4.2, mapping of key community assets, groups and services, information on areas based projects and / or strategies and knowledge gathered through the NAP process. Linkages with Housing Hartlepool and Neighbourhood Policing have also been established in order to coordinate the development and production of all three organisations' Ward Profiles.
- 5.2 Between 25 May and 8 June 2012, a dedicated period of consultation with Ward Councillors was undertaken in order to discuss the proposed format, verify the information included and to agree the priorities that would be included within the consultation documents. Feedback from elected Ward Members was generally very positive, with agreement that the Profiles will be extremely useful in coordinating ward level activity and services, as well as acting as a point of reference for the expenditure of Ward Member budgets (agreed by Cabinet, 30 April 2012).

6. PUBLIC CONSULTATION FRAMEWORK

- 6.1 Subject to agreement of the draft Ward Profiles for consultation by the Regeneration and Neighbourhoods Portfolio Holder and any relevant amendments being made, an eight week consultation framework will be implemented commencing at the beginning of July 2012.
- 6.2 The eight week consultation period is a statutory requirement in lines with the Consultation Code of the Compact (which will be superseded by the Voluntary and Community Sector Strategy which will be taken to Cabinet in July 2012) and the Statement of Community Involvement (SCI). Community Engagement Plans have been developed by the Neighbourhood Development Officers to ensure that the public consultation package delivered is tailored to the specific requirements within each of the Wards. Mechanisms for consultation include:
- Online survey available on the Hartlepool Borough Council website;
 - Attendance at all Community Partnerships;
 - Attendance at both Neighbourhood Forums;
 - Correspondence sent to all key partners, Residents Associations, Voluntary and Community Sector (VCS) Groups and Schools to invite comments and encourage an opportunity for consultation at their meetings;
 - Attendance at local community events; and
 - Coffee mornings held in key community venues.
- 6.3 Analysis of the consultation will be undertaken in September 2012 before the final content being signed off by Ward Councillors. It is intended that the final draft of the Ward Profiles will be taken to the Regeneration and

Neighbourhoods Portfolio Holder for endorsement in October 2012 before being published on dedicated ward based pages online.

7. EQUALITY AND DIVERSITY CONSIDERATIONS

- 7.1 An Impact Assessment has been completed in preparation for the consultation period commencing at the beginning of July 2012.

8. RECOMMENDATIONS

- 8.1 Portfolio Holder to note the contents of the report and the Ward Profile development process undertaken to date.
- 8.2 Portfolio Holder to approve the format of the eleven draft Ward Profiles for the purposes of public consultation.
- 8.3 Portfolio Holder to approve a public consultation period of 8 weeks, in adherence with the framework outlined in Section 6.

9. REASONS FOR RECOMMENDATIONS

- 9.1 Following the Reviews of Community Involvement and Engagement (including LSP Review) and Neighbourhood Management in 2011/2012, the option of developing Ward Profiles was endorsed by Cabinet (18 July 2011, decision reaffirmed 6 February 2012 and 9 January 2012 respectively)

10. APPENDICES AVAILABLE ON REQUEST IN THE MEMBERS LIBRARY AND ONLINE

- Burn Valley Ward Profile
- De Bruce Ward Profile
- Fens and Rossmere Ward Profile
- Foggy Furze Ward Profile
- Jesmond Ward Profile
- Hart Ward Profile
- Headland and Harbour Ward Profile
- Manor House Ward Profile
- Rural West Ward Profile
- Seaton Ward Profile
- Victoria Ward Profile

11. BACKGROUND PAPERS

- Cabinet: Minutes (18 July 2012) – Review of Community Involvement and Engagement (including LSP Review).

- Cabinet: Minutes (9 January 2012) – Review of Neighbourhood Management
- Cabinet: Minutes (6 February 2012) – Review of Community Involvement and Engagement (including LSP Review).
- Cabinet: Minutes (30 April 2012) – Ward Member Budgets

10. CONTACT OFFICER

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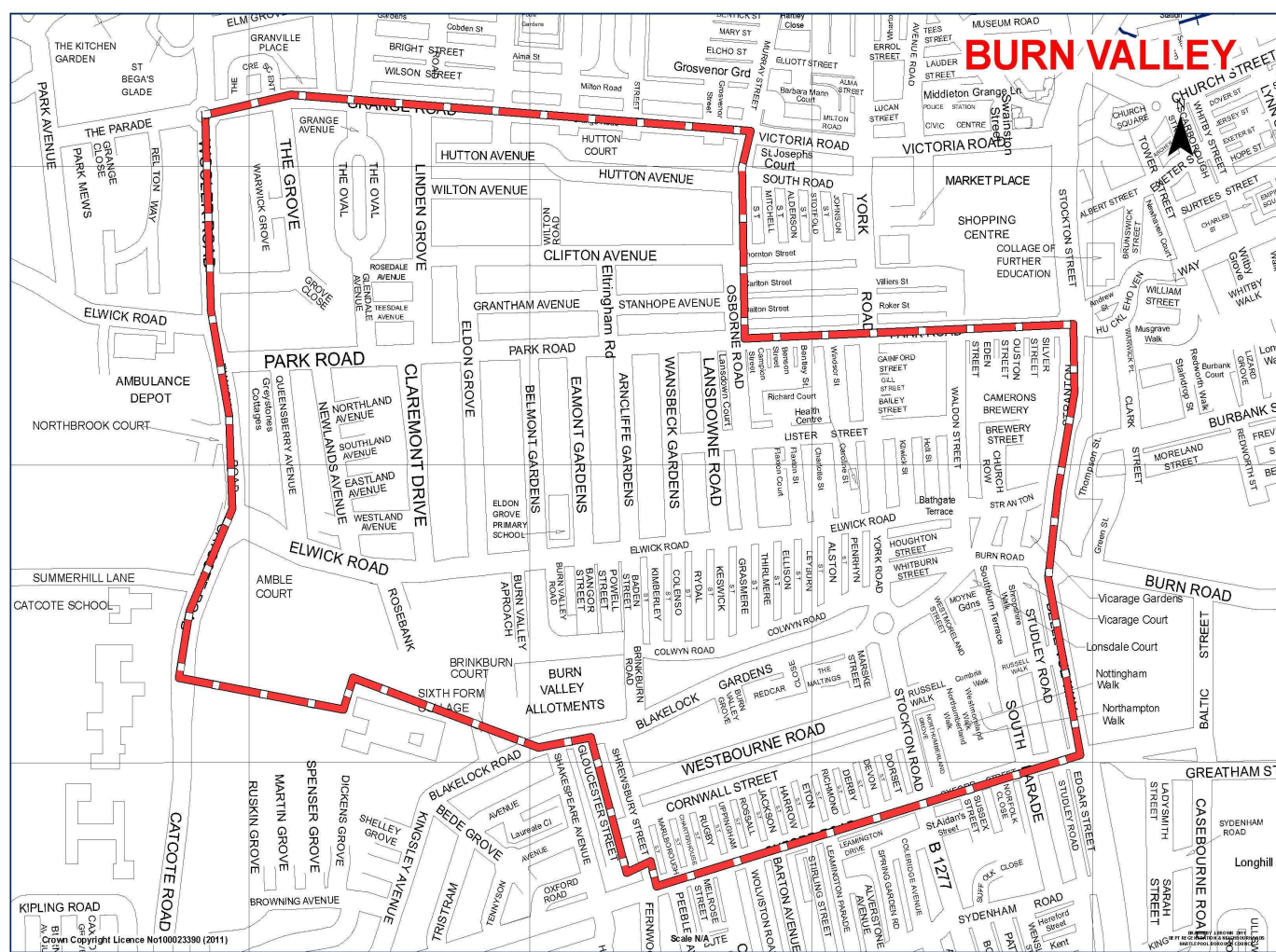
Ward Profile **COMMUNITY** together SUPPORT Jobs ACTION
 Economy Ambition **Business Strengthening** CAREERS Consultation
 Neighbourhood Challenges **Partnership** Development Planning
 Change Growth Regeneration Facilities Priorities
Initiative Health Skills
 Open Spaces **Play**
 Voluntary Groups
Information Sharing FUNDING
 Opportunities Youth
 Residents Teamwork
 Culture CCTV
 Improvements Street Lighting
 Involvement Crime Prevention Policy Research REVIEW Commissioning Traffic
 Calming Services **Accessibility** Transport Cleanliness **PRIDE**
 security Training Environmental Improvements Housing

BURN VALLEY WARD PROFILE



Ward Profile: Burn Valley

Map of the Burn Valley Ward



Burn Valley Ward Priorities

- Housing investment, particularly in the private rented sector
- Rejuvenation of Burn Valley Gardens
- Environmental management
- Promote safer, cleaner and greener streets
- Traffic management / parking
- Empty properties (including Baden and Cornwall Street areas)
- Fuel poverty

How will your ward profile work?

The progress of the Burn Valley Ward Profile will be monitored by the South and Central Neighbourhood Forum twice a year with feedback taken to the Theme Groups (Safer Hartlepool Partnership, Housing Partnership, Economic Regeneration Forum and Shadow Health and Wellbeing Board) via the Forum Chairs.

Ward Profiles are produced by Hartlepool Borough Council's Neighbourhood Management Team. For further information, please ring 01429 523703.

About The Burn Valley Ward

Ward Overview:

- Total population of 8,630.
- Community facilities include the ORB Centre, St Mark's Hall, the Stage Society on Osborne Road, Burn Valley Gardens and Family Wood, St Matthew's Hall, ONE77, Stranton Centre and the Community Safety Office on York Road.
- Burn Valley North Residents Association, Hutton Road Residents Association, Stockton Road Residents Association, Eltringham Road/Clifton Ave Residents Association, Oxford Road Residents Association and the Burn Valley Rejuvenation Group all do good work across the ward.
- A number of churches serve the ward.
- A number of popular public houses serve the ward.

Community Facilities

- ⇒ St Mark's Hall
- ⇒ St Matthew's Hall
- ⇒ Stage Society
- ⇒ Burn Valley Gardens
- ⇒ Family Wood
- ⇒ Stranton Centre
- ⇒ Community Safety Office
- ⇒ ONE77
- ⇒ ORB Centre

Key Groups

- ⇒ Burn Valley North Residents Association
- ⇒ Burn Valley Rejuvenation
- ⇒ Hutton Road Residents Association
- ⇒ Stockton Road Residents Association
- ⇒ Eltringham Road/Clifton Avenue Residents Association
- ⇒ Oxford Road Residents Association

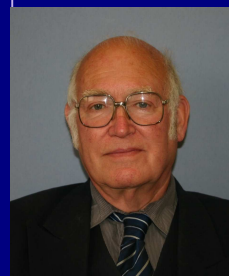
Meet Your Councillors



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Jobs, Skills and the Economy



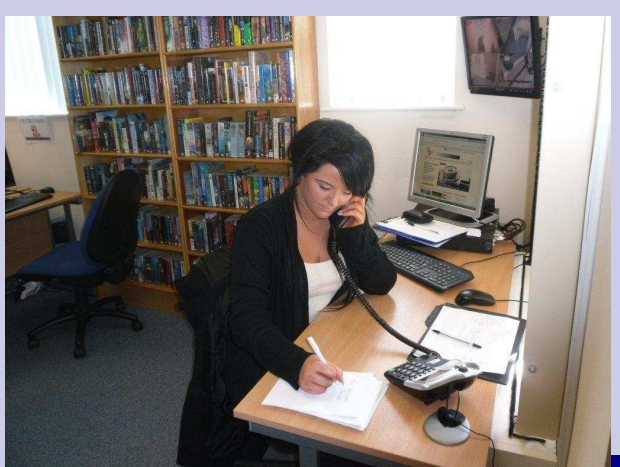
Key Facts:

- Hartlepool Sixth Form College is based in the ward.
- Local shopping parades on Elwick Road, York Road and Oxford Road, in addition to Stranton Garth Shopping Parade are situated in the ward.
- Eldon Grove and Stranton Primary Schools are situated within the ward.



Statistics

- The unemployment rate is 10.5, which is higher than the Hartlepool Borough rate of 8. (TVU 2012)
- The percentage of working age population receiving key benefits is 23.4%, which is higher than the Hartlepool Borough average of 20.9% (DWP 2011)
- The percentage of Children in Poverty is **%, which is higher/lower than the Hartlepool Borough average of **% (source)
- The percentage of Households living in Fuel Poverty is **%, which is higher/lower than the Hartlepool Borough average of **% (source)
- The estimated average Weekly Income is £**which is higher/lower than the Hartlepool Borough average of **% (source)
- In 2011, there were 195 enterprises per 10,000 population in the ward, which is similar to the Hartlepool Borough average of 232 (TVU 2012)



Key Theme Priorities

- Unemployment, particularly in relation to young people
- Opportunities for people to enter / re-enter employment
- Support and guidance on benefit reform and universal credit changes
- Local business support
- Maintain and improve commercial areas

Housing and Environment



Key Facts

- A number of Registered Social Landlords (RSL's) manage social rented properties in the ward including Housing Hartlepool, the major RSL in the town.
- Sport and recreation facilities are available at the Stage Society, Burn Valley Gardens Park and Play Area and the Family Wood.
- Improvements have been made to traffic control measures, with a new pelican crossing on Brinkburn Road and a pedestrian crossing on Blakelock Road. There has also been the implementation of 20mph speed limits on Grange Road, and on the side streets of Elwick Road.
- An extensive scheme of improvements have been implemented in Burn Valley Gardens, with further capital work to be undertaken in summer 2012.
- A targeted and intensive pilot regeneration initiative for Baden Street is currently underway.

Statistics

- The total number of dwellings is 4,150 of which 3,920 are occupied.
- The average house price in the ward is £112,960, which is lower than the Hartlepool Borough average of £120,750 (TVU 2010/11)
- The level of long term vacancy of housing stock is 2.4%, this is higher than the Hartlepool Borough average of 2.1% (TVU 2010)
- The majority of housing is in Council Tax Band A, this is 59.5%, which is similar to the Hartlepool Borough average of 58% (TVU 2010)
- Level of private car ownership is ** per 1000 Households.

Key Theme Priorities

- Housing investment, particularly in the private rented sector
- Maintain and improve green spaces
- Environmental management
- Promote safer, cleaner and greener streets
- Shopping parade maintenance
- Derelict land and buildings
- Development opportunities



Health & Wellbeing



Key Facts

- Several doctor's surgeries are based within the One Life Centre along with the Walk in Centre and Boots pharmacy. There is also a pharmacy on Oxford Road and an opticians on Stockton Road near Cornwall Street.
- There are a number of sports and leisure facilities providers based in the ward.

Statistics

- 10% of the population require care (16+), which is similar to the Hartlepool Borough average of 11.6% (DWP 2011)
- 10.4% of the adult population are incapable of work, this is lower than the Hartlepool Borough average of 10.7% (DWP 2011)
- The Town Centre Communities Health Audit was produced in 2011, which covered the Burn Valley ward area; a number of health issues were identified particularly in the York Road area, and also a high level of intensive Carers located there.

Key Theme Priorities

- Marketing and engagement of health services
- Improve lifestyle habits including decreasing levels of smoking and alcohol intake.
- Improve levels and access to exercise based activity
- Improving support for Carers living in the area

Crime and Community Safety



Key Facts

- Neighbourhood Policing Teams have good relationships with voluntary and community groups within the area.
- The Community Safety Office is located within the ward, bringing together multi discipline neighbourhood level services including Police and Neighbourhood Management.
- A number of diversionary activities are delivered for young people across the area.
- Housing Hartlepool who manage housing stock across the ward have a Tenant Relations and Enforcement Team.

Statistics

- The total crime for 2011-12 was 87.2, which is higher than the Hartlepool Borough average of 77.8 (TVU 2012).
- The total drug crime for 2011-12 was 6.7, which is slightly above the Hartlepool Borough average of 4.9 (TVU 2012).
- The anti-social behaviour level for 2011-12 is 104.8, which is higher than the Hartlepool Borough average of 95.8 (HBC 2012).
- The total number of fires for 2011-12 is 6.5, which is less than the Hartlepool Borough average of 9.0 (HBC 2012).

Key Theme Priorities

- Decrease levels of anti-social behaviour
- Reduce levels of crime including drug related incidents.
- Improve levels of community spirit.



Summary

To be completed at final draft stage

For further information on the implementation of this Profile, please contact:

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Key Contacts

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Neighbourhood Development Officer: 01429 855560

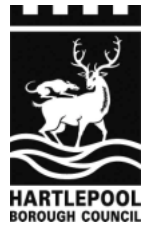
Neighbourhood Coordinator: 01429 52

Neighbourhood Police Inspector: 01642 855560

Anti-social Behaviour Officer: 01642 855560

REGENERATION & NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
29th June 2012



Report of: Assistant Director (Regeneration and Planning)

Subject: QUARTERLY HOUSING REPORT

1. TYPE OF DECISION

1.1 Non-key Decision

2. PURPOSE OF REPORT

2.1 To update the Regeneration & Neighbourhoods Portfolio Holder about progress across key areas of the Housing Service during 2011/12.

3. BACKGROUND

3.1 This report provides an update on progress and benchmarking across key areas of the Housing Service during 2011/12 and updates the last report presented to Portfolio Holder on 22 February 2012.

4. EMPTY HOMES UPDATE

4.1 Progress continues to be made on the Empty Homes Strategy Action Plan aimed at developing the empty homes service, developing enforcement procedures and working with owners to bring empty homes back into use through an incentive and enforcement approach. The Empty Homes Strategy Steering Group continues to meet on a monthly basis chaired by the Assistant Director of Regeneration and Planning and monitors progress on the delivery of the Empty Homes Strategy.

4.2 The Empty Homes Strategy highlights that the Council must use all reasonable endeavours to work with landlords to develop an informal solution to bringing a property back into use before enforcement action is taken. A series of positive action letters have now been developed which are used to establish the owner's intentions for the

property and to encourage that owner to bring the property back into use. These positive action letters also provide evidence to demonstrate enforcement action is required if a landlord does not engage and has lead to a number of properties being brought back into use during 2011/12.

- 4.3 The Housing Services team along with partners Housing Hartlepool are progressing with the implementation of an Empty Homes Pilot scheme as part of the incentive approach to bringing empty homes back into use. Work is currently underway on 19 properties where owners have signed up to the scheme. Improvement works are due to be completed and the properties let in June 2012. Housing Hartlepool will manage these properties on the owner's behalf on a lease arrangement. The properties will be let at an affordable rent. The second phase of this scheme (funding of which has been secured from the HCA) is due to commence in June 2012.
- 4.4 As part of the Empty Homes Strategy, the Baden Street improvement scheme is also being taken forward by the Council. When this commenced there were 19 empty properties in the street and owners of 16 of those are now actively engaged in the scheme. Detailed schedules of work have been prepared for all properties with 2 more to be completed imminently. To date 2 empty properties have been re-let and improvement works are due to commence in June 2012. One owner who has failed to engage in the scheme has been referred for enforcement action by the Empty Homes Officer. Alongside the work ongoing to bring empty homes back into use, there has been a significant amount of other work undertaken including security measures, working with agents of occupied properties and community capacity building.
- 4.5 The Housing Services team in partnership with Building Consultancy and Estates are beginning the implementation of the Empty Property Purchase Scheme as approved by Cabinet in March 2012. Properties will begin to be acquired in June 2012. An application was submitted to the HCA Clusters of Empty Homes Fund with the intention of furthering this scheme if successful.
- 4.6 A key action within the Empty Homes action plan was to bring 10% of empty properties back into use and to identify properties suitable for enforcement action (target of 57 properties for 2011/12). In order to demonstrate this ongoing work a table of the top 20 empty properties has been developed and this will monitor progress and assist in implementing the most appropriate form of enforcement action. The table includes properties which have been empty for the longest time and those in key strategic locations (identified within the Empty Homes Strategy). Each individual case is assessed on its merits and appropriate informal action taken followed by enforcement action. All properties have been inspected, photographed and an empty property assessment form completed.

- 4.7 All owners have been contacted and have either brought their property back into use, have firm plans to do so or enforcement action has been identified. During Quarter 4 the Empty Homes Officer has sent out a further 13 letters to owners on the 'top 20' list and conducted 33 site visits. Of the properties identified in the original top 20 list, 4 have accepted the pilot scheme and will be brought back into use shortly and 3 have been brought back into use through negotiation (As highlighted in **Appendix 1**). As a result, further properties have been added to the top 20. The table providing an update is attached as **Appendix 1**.

This appendix contains exempt information under schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006 namely Information which is likely to reveal the identity of an individual and Information which reveals that the authority proposes – (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.

- 4.8 In total 75 empty properties have been brought back into use in 2011/12 which exceeds the yearly target of 57 properties. This figure records any intervention by the Council which has resulted in a property being brought back into use. This can range from informal discussions and awareness raising, with owners through to enforcement action. The work of the Housing Standards Officers has contributed significantly to this achievement.
- 4.9 The Housing Services team has also adopted a pro-active approach to the use of Section 215 planning enforcement powers in partnership with Planning Services and Neighbourhood Management. In quarter 4, 10 properties have been identified as requiring S215 action and are progressing through the process. Direct action will take place where owners do not comply with the terms of the notice. Notices have been served on 2 properties to date and direct action taken place in both instances. This approach is intended to improve the appearance of residential properties across Hartlepool.

5. ENFORCEMENT UPDATE

- 5.1 This section relates to the work carried out in relation to a number of key areas, including housing conditions, housing related statutory nuisance and problematic empty properties.
- 5.2 The Enforcement Policy was approved by Portfolio Holder on 18th October 2011 and this encompassed all enforcement aspects of Housing Services. Any enforcement in other areas has been covered in those relevant sections of the report.

5.3 Table 1 sets out the service requests that have been received by the Enforcement Team during the course of the year. The number of requests has decreased over this period. Coupled with the decrease in complaints there has been an increase in non-reactive work undertaken including:

- area based walkabouts, including the Housing Market Transition site (Carr/Hopps) and closer liaison with neighbourhood managers to identify problematic empties and nuisance properties;
- a major inspection programme of privately rented properties in the Selective Licensing areas;
- more proactive work in relation to bringing empty homes back into use through encouragement, incentive and enforcement;
- Regular officer attendance at key resident association group meetings;
- intensive work to survey properties and produce schedules of work with regards to the Baden Street empty homes project;
- work in the Perth/Hurworth Street CPO area to deal with disrepair issues; and
- preparation work for using section 215, Town and Country Planning Act 1990 powers to deal with properties adversely affecting the amenity of a neighbourhood.

Table 1 – Enforcement Team Service Requests

Request Type	Number and % of Total Number by Quarter							
	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Disrepair	65	25%	56	22%	61	32%	60	30%
Empty & Insecure Property	30	11%	58	23%	48	25%	40	20%
Empty property report	0		0		2	1%	0	0
Empty property Nuisance	31	12%	23	9%	16	8%	4	2%
Unauthorised Encampment	4	2%	5	2%	0	0	0	0
Nuisance from Adjacent Property	13	5%	3	1%	7	4%	60	20%
Nuisance from Occupied Property	86	33%	83	33%	42	22%	20	10%
Filthy & Verminous	3	1%	0		5	3%	0	0
Defective Drainage	23	9%	16	6%	6	3%	5	2.5%
HMO Advice	3	1%	4	2%	1		1	0.5%
Immigration Visit	5	2%	2	1%	4	2%	7	3.5%
Total Number of Requests	263		250		192		197	

5.4 The majority of service requests fall into three main areas:

- Disrepair
- Empty Properties
- Nuisance

- 5.5 The number of reports of disrepair has remained steady over the course of the year, with an average of 60 per quarter; the majority of which have been resolved without the need to take formal enforcement action. In terms of enforcement action taken, nine Housing Act 2004 improvement notices have been served in 2011/12 (of which five were in the final quarter of the year). The period from January to March 2012 saw a significant increase in the number of notices served under the provisions of the Environmental Protection Act 1990 as the premises were considered to be prejudicial to health. Four notices were served in the last quarter compared to the same number in the remainder of the year.
- 5.6 Complaints regarding empty properties peaked in the second quarter of the year and we believe that this has been a result of having an increased presence in problematic areas and attendance by the Empty Homes Officer at residents meetings. 36 notices were served to require the securing of empty dwellings and 26 notices were served requiring the abatement of nuisance associated with empty properties e.g. to remove rubbish from within the property boundaries.
- 5.7 There has been a dramatic decline in the number of complaints received about all nuisance properties (both empty and occupied) from 130 in the first quarter to 84 in the last. The reason for this is not clear but may be accounted in some part by the increase in proactive work carried out.
- 5.8 In terms of the Selective Licensing inspections carried out, follow up inspections have been undertaken and referred for enforcement action where necessary.
- 5.9 From 2007 when mandatory licensing of Houses in Multiple Occupation (HMOs) was introduced to 31 March 2011 there were 13 premises licensed as HMOs. Although requests for advice from potential HMO landlords has remained steady, four licence applications were required. Of those, one was found to not be licensable, two have been issued with proposed licences and one application was considered deficient as the property could not be made suitable for the number of occupants proposed.

6. SELECTIVE LICENSING UPDATE

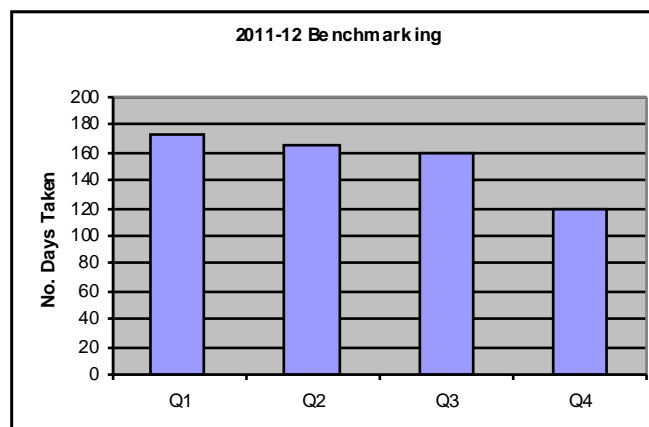
- 6.1 Following a relocation of the Selective Licensing Service in May 2011 to the Housing Options Centre a thorough review of the service has been carried out. This has led to a major overhaul of all policies, procedures and working practices. The membership of the Selective Licensing Steering Group has been revised and now includes more representation from private landlords and residents living within the designated areas. Table 2 summarises the Selective Licensing activities undertaken.

Table 2 – Selective Licensing Activity

Licensed Properties	2009/10	2010/11	2011/12
Total number of properties licensed	44	482	52
Licences revoked			6
Gas/Electrical Safety		2010/11	2011/12
Notice Served for non supply of satisfactory Gas or Electrical Safety Certificate		139	422
Reminder Letters sent for Gas or Electrical safety Certificates		395	673
Certificates Supplied following Reminder or Notice sent		257	492
Additional Enforcement			
Referred for legal action to commence		N/A	112
Called in for office interview and informal caution			12
Telephone interview and informal caution			88
Conditions complied with following contact			99
Housing Standards Inspections	2009/10	2010/11	2011/12
Inspection of Licensed Property completed	0	86	220
Schedule of Works Sent with recommendation for action for Licensed property	0	10	140

7. DISABLED FACILITIES GRANT (DFG) BENCHMARKING DATA

- 7.1 The Council began benchmarking its service against other Local Authorities in the North East from April 2011 as part of the North East Adaptations Group.
- 7.2 The benchmarking is undertaken by monitoring the overall time taken from first contact (the date a person first approaches social services with a need for help and assistance) to certified date (date that the works are confirmed as completed).
- 7.3 Since Quarter 1 the Council's overall time taken has reduced from 173 days to 119 days in Quarter 4 as illustrated by figure 1.
- 7.4 An increase in funding for 2011-2012 from the PCT, Social Services, Council Capital Fund and Government has contributed towards the improved performance. Staff have also reviewed their working practices and through the extra funding identified the historical backlog of people waiting for a DFG has cleared.

Figure 1 – Time Taken to Complete DFG works

- 7.5 At the end of Quarter 4 there were 62 applicants on the waiting list for a DFG. Applicants are currently waiting less than 1 month for a means test visit.

8. ALLOCATIONS SUMMARY

- 8.1 Choice Based Lettings (CBL) activity and performance is monitored on a quarterly basis and compared with our sub regional partners by the Sub Regional CBL Steering Group.
- 8.2 The number of applicants who are 'live' on the system and able to bid has decreased during 2011-2012. This is due to the annual review process that took place during Quarter 2, which resulted in a number of applicants not registering an interest to remain on the waiting list. Table 3 shows that the number of live applicants in Hartlepool has reduced significantly.

Table 3 - Total number of 'live' applicants (able to bid)

	Hartlepool	Sub Regional Total
Quarter 1	2750	16273
Quarter 2	2357	16383
Quarter 3	2303	15976
Quarter 4	2180	16193

Approximately one quarter of the waiting list in Hartlepool is comprised of transfer Housing Hartlepool applicants, i.e. those wishing to transfer from one Housing Hartlepool property to another, as illustrated in table 4.

Table 4 - Total number of transfer applicants 'live' on the waiting list

Quarter 1	663
Quarter 2	587
Quarter 3	565
Quarter 4	552

To ensure those in greatest housing need are given preference for an allocation of accommodation, levels of housing need are categorised into five bands, as illustrated in **Appendix 2**. The numbers of applicants within each band demonstrates that approximately three quarters of applicants fall within Band 4 – No or low level housing need (table 5).

Table 5 - Total number of 'live' applications within each Band

	Band 1	Band 2	Band 3	Band 4	Total
Quarter 1	156	469	123	2002	2750
Quarter 2	144	419	84	1710	2357
Quarter 3	142	449	64	1648	2303
Quarter 4	145	425	60	1550	2180

Within Hartlepool the total number of decant applicants are shown in table 6. For the purposes of the CBL policy, a decant applicant is defined as one who is losing their home through recognised regeneration scheme, i.e. they are awarded greatest priority.

Table 6 - Total number of decant applicants

Quarter 1	52
Quarter 2	32
Quarter 3	29
Quarter 4	14

Some applicants within the three Priority Bands (1, 2 and 3) may also have cumulative needs (more than one housing need). In January 2012 there were only 2 applicants on the waiting list with cumulative need in Hartlepool, both in Band 1. This figure increased over the last quarter of 2011/12 with 24 applicants on the waiting list with cumulative need, 1 within Band 1 and 23 within Band 2. This increase is mainly due to an increase in applicants who are under occupying and wishing to move before the housing benefit rules change in April 2013. From this date the eligible rent for housing benefit for working age social tenants will be reduced if it is considered that their accommodation is larger than they need; eligible rent will reduce by 14% for tenants under occupying by one bedroom and 25% if they are under occupying by two or more bedrooms.

- 8.3 Table 7 demonstrates that the majority of lettings in 2011/12 went to those on the waiting list rather than to Housing Hartlepool transfer applicants.

Table 7 - Lettings information for Hartlepool

	Total no. lets	Direct Lets	Transfers
Quarter 1	106	1	22 (21%)
Quarter 2	146	0	19 (13%)
Quarter 3	81	1	9 (11%)
Quarter 4	108	2	12 (11%)

- 8.4 Within the sub region the number of lets within each Band as shown in table 8, shows that approximately 40% of lettings go to applicants

within Band 4. In Hartlepool this figure is lower at around 30% with approximately 70% of lettings made to applicants within the priority bands as shown in table 9.

Table 8 - Percentage lets to each Band – within the Sub Region – partners only

	Band 1	Band 2	Band 3	Band 4	Decants	Total no. Lets
Quarter 1	32%	23%	7%	40%		857
Quarter 2	31%	23%	6.9%	39%	5.9%	916
Quarter 3	32%	24%	5%	40%	4%	697
Quarter 4	29%	21%	9%	41%	6%	826

Table 9 - Percentage lets to each Band - within Hartlepool

	Band 1	Band 2	Band 3	Band 4	Decants	Total no. Lets
Quarter 1	23%	33%	13%	31%		107
Quarter 2	41%	23%	6%	29%		146
Quarter 3	39%	23%	4%	34%	4%	82
Quarter 4	33%	25%	9%	33%	4%	110

- 8.5 The Sub Regional CBL Policy allows for cross boundary mobility as shown in table 10.

Table 10 - Cross Boundary Mobility

	Area applicant moved from :	Area applicant rehoused to:	Number
Quarter 1	Hartlepool	Stockton	3
	Hartlepool	Redcar	1
	Darlington	Hartlepool	2
Quarter 2	Hartlepool	Redcar	1
	Redcar	Hartlepool	1
	Stockton	Hartlepool	3
Quarter 3	Hartlepool	Middlesbrough	2
	Hartlepool	Stockton	2
	Middlesbrough	Hartlepool	1
Quarter 4	Hartlepool	Darlington	1
	Hartlepool	Stockton	2
	Stockton	Hartlepool	1

- 8.6 The percentage of properties let on 1st offer is also monitored across the sub region. Table 11 shows that the number of lets on first offer is highest in Hartlepool.

Table 11 – Lets on First Offer

	Housing Hartlepool	Darlington BC	Erimus Housing	Tristar Homes	Coast & Country
Quarter 1	59%	68%	65%	54%	53%
Quarter 2	64%	57%	69%	67%	42%
Quarter 3	77%	N/A	N/A	N/A	N/A
Quarter 4	72.7%	52%	48%	71.5%	53%

9. HOUSING ADVICE AND HOMELESSNESS PREVENTION ACTIVITY

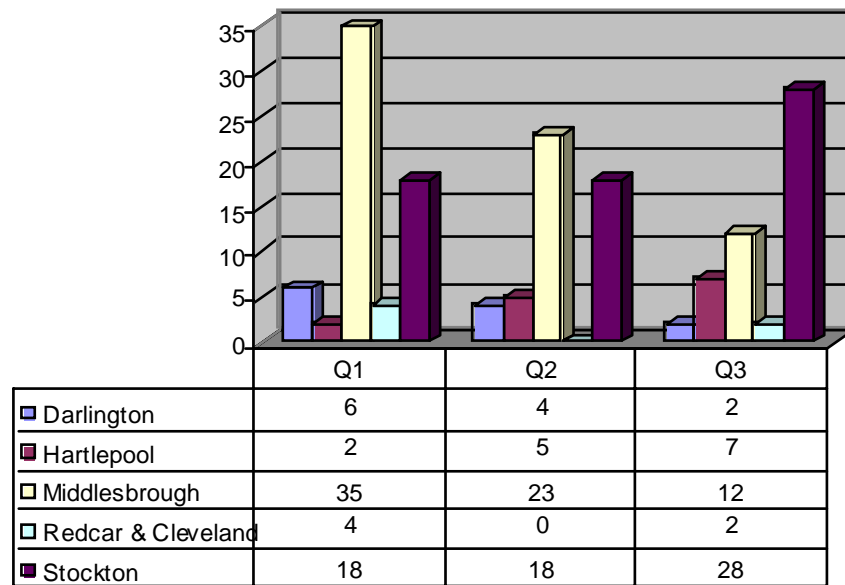
- 9.1 The Housing Options Centre has been open since September 2009 and has become the main point of customer contact for all housing related enquiries across all tenures. The following services are based within or can be accessed from the Housing Options Centre;

- Housing Advice and Homelessness
- Compass Choice Based Lettings
- Selective Licensing of Private Landlords
- Tenancy Support Services
- Good Tenants Scheme
- Home Housing Association – Surgery Friday am
- Endeavour Housing Association – Surgery Wednesday am

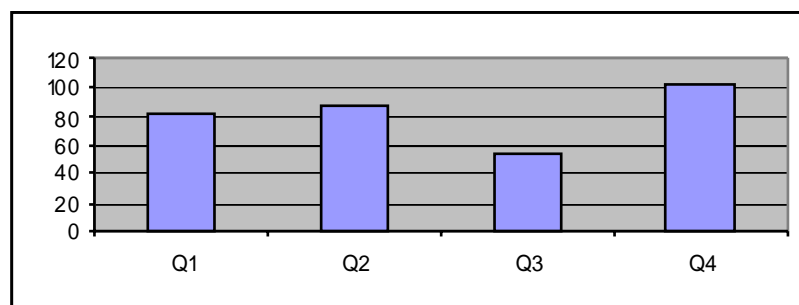
- 9.2 The Housing Advice and Homelessness service carries out the Council's statutory duties in relation to homelessness and housing advice. Whilst the number of customers needing active advice casework remains high (1,909 during 2011/12) the Council has been successful in keeping the numbers needing to be accepted as statutorily homeless to a minimum.

From April 2011 to March 2012 there were 20 homeless applications accepted, of those two thirds were in the 16-24 age group and the main reason for homelessness continues to be being asked to leave by family or friends.

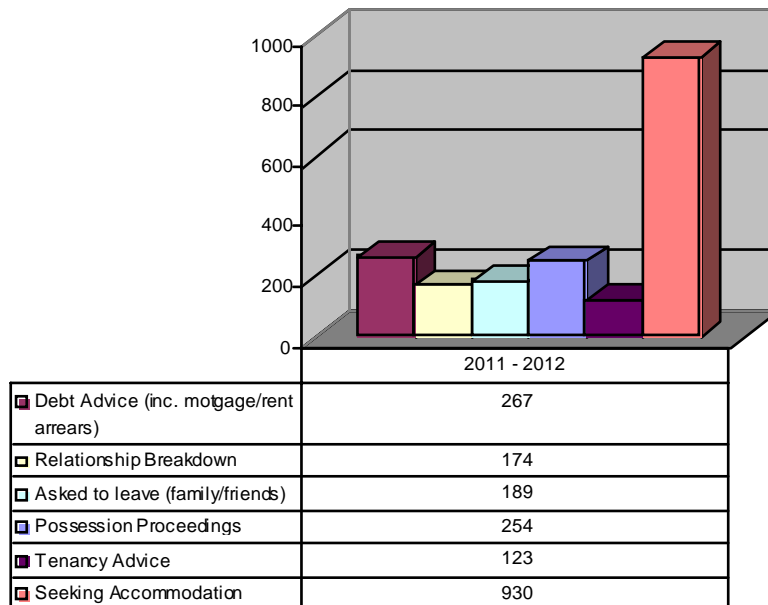
Figure 3 illustrates the comparative data for homeless acceptances across the Tees Valley for the first three quarters of 2011-12.

Figure 3 – Homeless Acceptances across the Tees Valley

- 9.3 During the first three quarters of this year the focus on homeless prevention casework has lead to 326 households being able to remain in their home or plan a move to more sustainable accommodation. This is illustrated in figure 4.

Figure 4 – Homelessness Prevented During 2011-2012

- 9.4 Figure 5 indicates the broad range of housing issues dealt with by housing caseworkers. This does not include the number of customers who access the service and are provided with 'one off' advice or information when they call into the Centre.

Figure 5 - Housing Advice Casework 2011 - 2012

9.5 The Housing Advice Team also administer the Council's Good Tenant Scheme and table 12 indicates the number and the outcome of the applications received during 2011/12.

Table 12 – Outcome of Good Tenant Scheme Applications

Type	Q1 2011	Q2 2011	Q3 2011	Q4 2012
Applicant	15	4	30	13
Full Membership	81	44	57	64
Prov. Member - 1st Tenancy	77	74	84	80
Prov. Member - ASB / Criminal	12	13	7	8
Prov. Member - Rent Arrears	29	14	20	32
Prov. Member - Support Dependant	5	1	0	1
Prov. Member - Tenancy Management issues	16	13	13	11
Rejected Applicant	33	35	39	35
Tenancy Complaint	3	1	0	0
Passported Membership	0	2	19	8
Total Applicants	271	201	269	252
Appeals	0	12	4	
2011 - 2012 Applications Total	993			

10. RECOMMENDATIONS

- 10.1 Portfolio Holder to note the contents of the report and the progress made across key areas of the Housing Service.
- 10.2 To decide which, if any, other key areas need to be included in future reports.

11. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

- 11.1 **Appendix 1 – Top 20 Table (confidential appendix)**
This appendix contains exempt information under schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006 namely Information which is likely to reveal the identity of an individual and Information which reveals that the authority proposes –(a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- 11.2 **Appendix 2 – Bands and Qualifying Groups**

12. BACKGROUND PAPERS

There are no background papers.

13. CONTACT OFFICER

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